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Question 1

Question Type: MultipleChoice

Which Orchestration Designer intrinsic is used for Multimedia contacts?

Options:

A- CONTACT TYPE

B- QUIT

C- LOG

D- WAIT

Answer:

A

Question 2

Question Type: MultipleChoice

During the Avaya Aura Contact Center Agent Desktop installation the CCT Log Level was set to Off. Which page allows you to change the CCT Log Level settings if a configuration mistake was made during installation?

Options:

- A- Agent Desktop Configuration, General Settings, Advanced Settings
- B- Agent Desktop Configuration, General Settings
- C- Agent Desktop Configuration, User Settings
- D- Agent Desktop Configuration, Resources

Answer:

A

Question 3

Question Type: MultipleChoice

During the design of the Outbound Campaign, the administrator chooses between two types of dialing. Which two types of dialing options are available when designing the Outbound Campaign? (Choose two.)

Options:

- A- Preview dialing
- B- Progressive dialing
- C- Predictive dialing
- D- Predetermined dialing

Answer:

A, C

Question 4

Question Type: MultipleChoice

Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which name convention differentiates multimedia skillsets from voice skillsets?

Options:

- A- A multimedia suffix is added to the skillset name.

- B-** A multimedia prefix is added to the skillset name.
- C-** A multimedia disposition code is added to the skillset.
- D-** Multimedia is added to the skillset name.

Answer:

C

Question 5

Question Type: MultipleChoice

When configuring Contact Center Multimedia (CCMM) Email routing, you can create user-defined rules to determine how the email contact will be routed. Which three routing options can be applied? (Choose three.)

Options:

- A-** the Skillset the Email was sent to (skillset groups)
- B-** who the Email was sent from (sender groups)
- C-** when the Email was received (office hours)

D- what priority the Email was sent with (priority groups)

E- specific characters, words or phrases in the Email message (keywords)

Answer:

B, C, E

Question 6

Question Type: MultipleChoice

When handling Contact Center Multimedia (CCMM) Email contact, which component logs on to the outbound mailboxes on the Email server and sends out messages such as Auto-acknowledgements, Auto-replies, or Agent composed replies?

Options:

A- the Outbound Campaign Management Tool

B- the Outbound Message Handler

C- the Inbound Message Handler

D- the Rules Engine

Answer:

A

Question 7

Question Type: MultipleChoice

Which three components of Email Manager work together to retrieve, determine routing, and respond to email messages sent to the contact center? (Choose three.)

Options:

- A- The External Message Handler
- B- Open Queue Engine
- C- The Outbound Message Handler
- D- The Rules Engine
- E- The Inbound Message Handler
- F- The Inbound Mail Handler

Answer:

B, E, F

Question 8

Question Type: MultipleChoice

Which type of dialing is it when the outbound call is made automatically after presentation to the agent?

Options:

- A- Progressive dialing
- B- Predetermined dialing
- C- Predictive dialing
- D- Preview dialing

Answer:

C

Question 9

Question Type: MultipleChoice

What is required when configuring an Email skillset in the Contact Center Multimedia Administration Tool?

Options:

- A- the assignment of a route point for each email skillset
- B- the assignment of a script for each email skillset
- C- the assignment of a vector for each email skillset
- D- the assignment of an open queue for each email skillset

Answer:

A

Question 10

Question Type: MultipleChoice

When analyzing life cycle of a Web Chat contact in Avaya Aura Contact Center:

Step 1 states the Contact Center Multimedia receives contacts from the External Web server through the Contact Center Multimedia Web services,

Step 2 states that the Web services provide a Java API that enables contacts to be written into the Contact Center Multimedia database, retrieved from the database, and have their status queried.

What is Step 3 in the life cycle of a Web Chat contact in Avaya Aura Contact Center?

Options:

A- Customized Web pages, displays to the customer.

B- A set of sample pages is distributed with Contact Center Multimedia to provide Java Server Pages (JSP) script examples of how a Web server can access the Web services.

C- Customized Web pages, with customized look and feel, and business logic must be created by the customer.

D- The External Web server determines the skillset and priority assigned to the contact.

Answer:

B

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